

Position Description, Whole Person Care Capacity Building and Collaboration (CBC) Team

Director of Capacity Building:

The position will report to the Director of Capacity-Building and Collaboration and will provide leadership and strategic direction for the development, facilitation, and evaluation of Countywide capacity-building (empowering training using popular education) for community health workers, social workers, medical case workers, physicians, and nurses implementing the 16 Whole Person Care (WPC) programs across all 8 SPAs.

Responsibilities (in order of importance): Percent of Time

1. Program Development and Management:

- a. Provide leadership and build on existing efforts (when possible) to establish a collaborative capacity-building program in partnership with multiple stakeholders (e.g. community-based organizations, Health Dept. and other county entities, health plans, colleges and universities);
- b. Organize and facilitate a Steering Committee to obtain multi-stakeholder input and involvement, develop the strategic direction and a collaborative vision for the program, and assure fidelity to popular education in all courses;
- c. Evaluate the overall staffing needs for the capacity-building program and how it will coordinate activities with the Regional Coordinating Centers, including new hires and contracted staffing/trainers;
- d. Identify and sub-contract with appropriate consultant trainers, maintaining good on-going communication and coordination with them and assuring that they can use popular education by providing mentoring and consultation;
- e. Develop and monitor expense contracts with other agencies and individuals;
- f. Liaise as needed with County staff (e.g. Contracts Unit, Accounts Payable, etc.);
- g. Monitor program budgets;
- h. Participate as a member of the CBC Leadership Team to assist with providing strategic direction and organizational development to the team; and
- i. Provide strategic leadership and administrative oversight in carrying out the daily operations of the capacity-building program including: developing curricula and training schedules, identifying training sites and negotiating with building management, maintaining and updating electronic copies of lesson plans and materials in an organized manner that is accessible to all staff, meeting regularly with WPC leadership and coordinating closely with performance improvement to advance best practices and program fidelity. **40%**

2. Direction and Supervision of Capacity-Building Team:

- a. Develop, lead, and provide reflective supervision for a Capacity-Building Team to assist in the development of the curricula, objectives, timelines for rollouts, and support tools needed (e.g. informational handouts and tools for front line workers, Regional Coordinating Center resources, modules to reinforce concepts, case conference discussions, etc.) with the WPC program leads and the WPC Regional Coordinating Centers across all 8 SPAs; plan, prioritize, assign, direct, and evaluate work of team members;
- b. Create agendas and facilitate meetings of the Capacity-Building Team and create and manage schedules for the Team; and

- c. Assure that all team members understand and are able to use popular education. **20%**

3. Evaluation and Process Improvement:

- a. In collaboration with program leadership and training participants, develop an evaluation design including performance metrics and evaluation monitoring tools to assess the effectiveness of the WPC capacity-building program;
- b. Work closely with WPC Performance Improvement staff to develop process/outcome metrics to assess program fidelity, fulfill WPC targets and ensure optimum program integrity, consistency, and quality across all 8 SPAs;
- c. Assure that evaluation design, metrics and methods are consistent with popular education philosophy and methodology; and
- d. Work with WPC leadership and the Performance Improvement Director to lead organizational change management through regular meetings with WPC program leadership across the 16 programs and provide technical consultation and direction regarding project workflows, including: referral points; delivery of service; care transition; and aftercare and discharge processes, in order to better train staff in relation to roles and responsibilities. **15%**

4. Workforce Development:

Work with a variety of community-based training providers, colleges and universities, health plans and various county departments to reduce duplication and create worker pipelines, career ladders, professional development opportunities, and capacity-building partnerships to address ongoing needs across the life of the program. **15%**

5. Report, Tool, and Materials Development:

Develop program documents including: capacity-building project plans; capacity-building reference guides; Board Letters/Memos, program budgets; PowerPoints; staffing plans/duty statements; evaluation tools/metrics; program reports; consumer surveys and data collection processes for evaluating WPC effectiveness; and identifying topics with the Performance Improvement Director for continuous quality improvement capacity-building and learning activities. **10%**

Total Time
100%

Necessary Qualifications

Education and Training

- Equivalent to a Bachelor's Degree from an accredited college or university with major course work in education, community organizing and/or development, public or community health, or a related field is highly desirable.
- Master's degree in Education, Public Health, Social Work, Community Organizing and/or Development, or equivalent is highly desirable.

Relevant Work Experience

- One year of highly responsible and complex administrative or staff experience at the level of the County of Los Angeles class of Supervising Administrative Assistant III, Assistant Hospital Administrator II, Staff Analyst, Health, or higher.
- Experience developing complex and multi-faceted curricula and overseeing the development and facilitation of capacity-building series based on popular education

methodology.

- At least 5 years of highly responsible program management and supervision experience is highly desirable.
- Lived and/or work experience with the WPC issues of focus (homelessness, substance use disorder, reentry, severe and persistent mental illness, chronic illness, high risk pregnancy) is highly desirable.

Critical Knowledge and Skills for this Position

- Knowledge of and experience using popular education methodology for building individual and community capacity.
- Knowledge of and experience using the Community Health Worker/promotor/a model
- Familiarity with the underlying causes of health inequities and strategies to address health inequities using community organizing and community building, and the ability to develop this understanding in other co-workers